PRV – Call Center Individualized Services Information System (ISIS) Verification

Purpose:

The objective of this procedure is to verify that Medicaid Management Information System (MMIS) file 12 is reflecting the same information as ISIS. During the course of a telephone call or correspondence the Customer Service Representative CSR/team lead determines that the MMIS system is not reflecting exactly what the provider believes they have been authorized for waiver/hospice services. The CSR/team lead will complete the ISIS verification form. Once the information has been verified the CSR/team lead will receive a confirmation and will contact the provider with the information obtained through the ISIS verification request.

Identification of Roles:

Lead, Quality Assurance (QA) Coordinator, Trainer, Supervisor, Management

Performance Standards:

80% service level, abandon rate, calls answered, calls received, Average Queue Time (AQT) Resolution in a timely manner (5 Business Days).

Path of Business Procedure:

Step 1: Incoming call or written correspondence

a. If incoming call, follow provider verification process

Step 2: Verification of provider (Enter into OnBase Workview)

- a. Verify National Provider Identifier (NPI)
- b. Obtain contact name
- c. Obtain contact phone number

Step 3: Claim is denied due to having no Prior Authorization for Date of Service (DOS)

a. Provider will not receive payment for service at this point in time

Step 4: Click on "ISIS Verify" tab

- a. ISIS Verification Form will display
- b. If correspondence, work from workflow
 - 1. Go to file
 - 2. Click new

- 3. Choose ISIS Verification form
- 4. Click create

Step 5: For Verification Type, click on dropdown arrow

- a. If it is waiver, go to step 10
- b. If it is Hospice, Revenue Code will auto-populate
- c. Complete the rest of the ISIS verification form
 - 1. Fill out provider number or NPI
 - 2. Complete contact name and phone number
 - 3. Fill out Recipient Identification (ID)
 - 4. Fill out DOS
 - 5. Fill out denied Transaction Control Number (TCN) if applicable
 - 6. Add a note if necessary

Step 6: Click on the "Save Tab' at the bottom of the form and then click O.K.

a. The form will go to the Core Unit to process

Step 7: Upon process completion by Core, an e-mail will be forwarded to CSR so they can call provider with the updated information

Step 8: Copy Document Control Number (DCN) and go to OnBase Client

- a. Go to File
 - 1. Click open
 - 2. Choose retrieve by Document Handle
 - 3. Paste DCN in the "From" field
 - 4. Click on find tab
 - 5. Double click on the document, which will open the complete ISIS Verification form and review response

Step 9: Contact provider and inform them on the outcome and annotate contact log on "Work view"

Step 10: If it is waiver, complete procedure code and form and follow steps 7 – 9

Forms/Reports:

ISIS Verification

Iowa Department of Human Services Iowa Medicaid Enterprise (IME) IME Provider Services

RFP References:

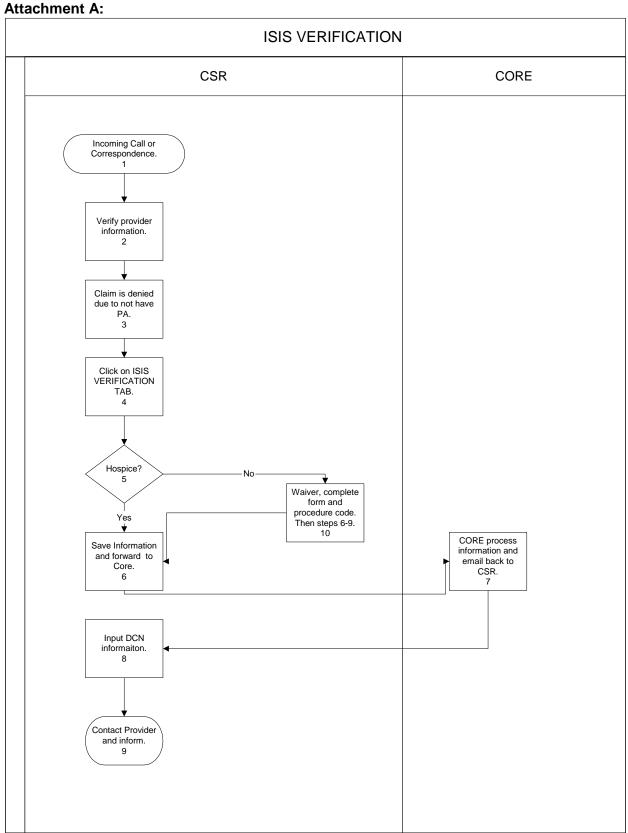
6.4.2.3.b 6.4.2.3.c

Interfaces:

Onbase MMIS Provider

Attachments:

Process Map



PRV - Call Center Individualized Services Information System (ISIS) Verification doc Page 4 of 4